Attachment C

Public Exhibition –
Summary of Submissions –
Draft International Education Action Plan

ATTACHMENT C:
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Respondent	Key matters	Response
Organisation - International Education Association of Australia (IEAA)	• Supports plan as an exemplar of local government's role in international education • Suggests some minor text edits	• Support for the plan noted
Organisation – Macquarie University	• Supportive of the plan • Alumni Relations Manager would like to discuss possibility to collaborate in hosting alumni engagement activities along with Sydney-based universities in China. • Section 9 'work-integrated learning' (p.21): Review order of strategies under 'enhancing employability' (p.21) i.e. emphasis on gaining professional experience first. • Consider broader approach to employability that includes active citizenship (e.g. community volunteering) • Consider strategies that benefit wider range of students, e.g. increase volunteering opportunities that are accessible to all international students • Various general comments and insights shared based on Macquarie University's own PACE program research on international students' access to and preparedness for internships including: matching internships to study areas, home country attitudes to internships, transport considerations and connectedness with the local community.	• Support for the plan noted • Further meeting to be set up with Macquarie University to discuss opportunities for collaboration • Comments from Macquarie University's own PACE program research appreciated and noted • No further action – already covered in work-integrated-learning actions: 3.2, 3.3, 3.4 and 3.7 • Evaluation of positive impact on students will be considered as part of the ongoing evaluation of programs.

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	• Promote value of international student alumni in supporting and encouraging new international students, rather than simply focus on the business case for this (e.g. see final section on p.16). • Evaluation plan/performance measures for each action area could have a stronger focus on impact on individual students and also consider impact/value to partner organisations/local community	
Organisation - Sydney University Postgraduate Representative Association (SUPRA)	• Commends the City on the plan • International students = 65% of total casework clients, vast majority from China • Most concerned with 'welcoming' and 'wellbeing', target needs such as a sense of connection to community, and a safe and responsive environment. • Lack of suitable and affordable student accommodation near main campus forces many international students to risk entering into unsafe and illegal housing arrangements. • Currently accommodation and tenancy issues make up 50% of our new cases for international students.	• Support for the plan noted • Action taken – The City's Health and Building Unit has two roles that focus on unauthorised accommodation (one building surveyor and one investigator) who work together on responding to reports of illegal use and unauthorised works to facilitate illegal use. Running parallel with case management of reports and enforcement work, a cross-unit collaboration takes place in the City and with external partners in a strategic approach to fixing the problem of substandard unauthorised accommodation
Organisation – Redfern Legal Centre	• Supportive of the plan • Offered further feedback and insight into the potential issues faced by international students generally such as their vulnerability to exploitation in	• Support for the plan noted • Action taken – The City's Health and Building Unit has two roles that focus on unauthorised accommodation

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	relation to housing, employment, consumer scams, and issues with education providers and the implications for their visa status. • Promote the free independent legal services, availability of free translation services, and awareness of accommodation laws and rights. • Highlighted specific concerns with contractual relationship in purpose-built student accommodation between accommodation and education providers and ability to opt out of the protections granted to tenants • Cited the need for more culturally sensitive and multi-language information regarding sexual assault and harassment. • 'My Legal Mate' app is in the final stages of development providing tutorials and written material in multiple languages. • International student hub beneficial for the international student community to assist in information dissemination to address challenges	(one building surveyor and one investigator) who work together on responding to reports of illegal use and unauthorised works to facilitate illegal use. Running parallel with case management of reports and enforcement work, a cross-unit collaboration takes place in the City and with external partners in a strategic approach to fixing the problem of substandard unauthorised accommodation • Action taken - a concerted and ongoing effort made to better promote Redfern Legal Centre's International Student Service through existing City channels including the availability of free translating services such as on the Sexual Assault Resource Factsheet and SBS co-produced brochure for international student outreach. • Action taken – although student centre/hub is an existing action item under wellbeing 2.5, City has recently supported the Redfern Legal to lead on progressing this project; the City's grants and sponsorships have been actively promoted to the sector • Action taken – wellbeing action 2.4 amended to include reference to need for culturally sensitive and multi-lingual resources

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Organisation - Tangerine Training	• Suggestion of a possible case study to include in wellbeing section (p.18): • An arts-based approach to prevention enables international students to creatively engage with these potentially difficult issues and maintain a focus on wellbeing rather than risk.	• Action taken –working in partnership to explore options for an arts-approach to prevention as part of existing wellbeing item 2.6
Organisation - South Eastern Sydney Local Health District	• Suggestion to consider including sexual health issues as a topic. • They are seeing an increase of international students accessing services at South Eastern Sydney Local Health District, particularly around maternity services.	• Action taken – reference added to wellbeing item 2.4. • City staff are part of an advisory group on this matter and are actively working to produce inter-agency resources. The City has also raised the issue at an education provider forum. • Participating on inter-agency working group to raise awareness of international student rights in relation to sexual health, assault and harassment which came about following the 2017 Education Provider Forum to produce resources tailored to international student needs on sexual assault and harassment. • Contributing International Student Health Promotion Project to raise awareness of health promotion initiatives for international students including reproductive and maternity services
Organisation – Gradability	• Supportive of the plan	• Support for the plan noted

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	• More scalable ways to maximise work-integrated learning (WIL) opportunities for international students in Sydney by engaging employers based in the Sydney area. (Disclosure: Readygrad has submitted a proposal to City of Sydney for a pilot in this regard). • Critical shortage of property in Sydney zoned for education use (Class 9B) not addressed. • Escalating rents for schools (nearly double the equivalent price of Melbourne) and landlords not providing welcoming environments for students make it easier and more cost effective to expand our interstate operations, rather than in Sydney.	• No further action – already covered in work-integrated-learning actions 3.3, 3.4, and 3.6 • Action taken – planning unit of the City notified of this concern
Organisation – Youth Hostels Australia (YHA)	• Supportive of the plan • Cover opportunities for coordination between tourism authorities, tourism businesses and the City. • Suggests identifying strategies to attract students to visit Sydney and bring together relevant organisations and businesses within the sector to work on strategies to improve and monitor their experience whilst in Sydney. This impacts on the reputation of Australia as a preferred destination for international students. • Raised concern about p.20 - investigation team is now not operating as a stand-alone unit. Suggested being explicit on where complaints about	• Support for the plan noted • No further action - figures show this is already a strong driver within the tourism sector and captured in the adopted Tourism Action Plan. • Action taken – The City's Health and Building Unit has two roles that focus on unauthorised accommodation (one building surveyor and one investigator) who work together on responding to reports of illegal use and unauthorised works to facilitate illegal use. Running parallel with case management of reports and enforcement work, a cross-unit collaboration takes place in the City and with external partners in a strategic

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	unauthorised accommodation are submitted and where responsibility lies. The action under 2.1 on p.29 speaks only of the City coordinating a response.	approach to fixing the problem of substandard unauthorised accommodation.
Organisation – Department of Foreign Affairs and Trade (DFAT)	• Supportive of the plan • Number of minor editorial and descriptive amendments to text suggested including request to add a sentence on New Colombo Plan students	• Support for the plan noted • Amendment made where appropriate to include New Colombo Plan reference
Organisation – Australian Graduate School of Management (AGSM)	• Supportive of the plan • International students' impact on environment regarding whitegoods and furniture. Unclear of disposal options and removalists expensive, so throw it in the bin or leave it on side of road. • Information on responsibilities about recycling and waste disposal, particularly when living in apartments. Some students approached by neighbours when seen to be doing the wrong thing.	• Support for the plan noted • Action taken – additional action added in wellbeing item 2.10 to communicate environmental sustainability to international students
Organisation – Insider Guides	• Sector desperately needs a national peak body for student accommodation to promote best practice. • Employers are taking advantage of international students and exploitation goes unreported out of fear they will lose visa and/or lack of trust with authorities. Suggests the City to work with Fair Work Ombudsman.	• Action taken – although student centre/hub is an existing action item under wellbeing 2.5, City has recently supported the Redfern Legal to lead on progressing this project; sponsorships have been actively promoted to the sector • No further action – already covered in work-integrated-learning actions 3.2 Transport concessions are controlled

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	• A CBD drop-in centre for international students to engage with international students seeking assistance with health, accommodation, financial management, legal support and safety (worked well in Melbourne and Brisbane). • Work with the NSW State Government to promote eligibility for public transport concessions for international students in NSW. • A calendar of experiences that are promoted online once every fortnight or so would also allow the City to build a strong mailing list, giving a direct communication channel to international students moving forward. • Could the City create an online portal that allows businesses to list jobs, work experience and workshops relevant for international students? • Perhaps small grants for enterprising international students to work on challenges that will improve international student experience?	by the NSW State Government and the City advocates where appropriate
Organisation - Joint submission from: Centre for Social Research in Health, UNSW; School of Science and Health, Western Sydney University; ACON Policy, Strategy and Research; ACON	• Commends the City's work in this area and the plan • Imperative to include sexual health promotion in the proposed action plan as an integral part. High number of abortions and unplanned pregnancies amongst international students in Australia has attracted a wave of media interest with urgent calls to do more to improve sexual health education for this group. (https://www.sbs.com.au/yourlanguage/punjabi/en/audiotrack/many-international-students-are-facing-unwanted-pregnancies)	• Support for the plan noted • Action taken – reference added to wellbeing item 2.4. • City staff are a part of an advisory group on this matter and actively working to produce inter-agency resources • The City has addressed this issue at previous education provider forum

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Community Partnerships and Population Health Programs and HIV and Related Programs Unit, South Eastern Sydney Local Health District	• Respectful relationships, see report on sexual assault and harassment on Australian university campuses (https://www.humanrights.gov.au/our-work/sex-discrimination/publications/change-course-national-report-sexual-assault-and-sexual) • HIV/STI notification rate has not decreased for overseas born men who have sex with men • Importance of proactive sexual health promotion and linkage to testing, treatment and care as Chlamydia diagnoses continue to rise to epidemic levels and significant rise in gonorrhoea diagnoses. • More proactive and better interconnected referral pathways so students can get necessary information from the first day of their arrival in Sydney and continue to receive adequate and culturally tailored support for their sexual health needs throughout the first few years (both time points are critical for early detection, prevention and service engagement for general as well as sexual health). • Through social media representations, international students' sexual health is often framed in terms of 'risks'. Their 'lack', 'limitation', and 'fear' have contributed to the current issue. We need to move beyond a deficit-based approach (e.g. move away from languages or focus on fears, anxiety, language barriers) to a strengths-based approach.	• Relevant studies and resources noted. • Action taken - Participating on inter-agency working group to raise awareness of international student rights in relation to sexual health, assault and harassment which came about following the 2017 Education Provider Forum to produce resources tailored to international student needs on sexual assault and harassment

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Organisation – NSW Government, Department of Industry	• Congratulates the City on this initiative and sees opportunities for State and Local Government to work collaboratively on shared objective of attracting international students to Sydney. • StudyNSW and the City already working together to support positive outcomes for international students, and have delivered many successful joint initiatives to date.	• Support for the plan noted • No further action required.
Organisation - UTS	• Commends the City on the plan • Overall plan not seen as additional to what is already being done by the City, providers and community groups. Some actions already in place and others will have limited impact without specific initiatives. Initiatives may impact on students at smaller providers who don't provide the services and facilities that UTS does. • An in country pre-departure session in primary recruitment markets could be included in welcoming process in addition to student guides. The British Council is listed as resource to explore. https://www.britishcouncil.in/studv-uk/events/education-uk-ore-departure-events • See research undertaken by UTS Institute of Public Policy and Governance for actions 1.5 (enhance Sydney's strengths as a leading education destination) and 2.7 (build a dialogue with international students).	• Support for the plan noted • No further action - Cultural adjustment covered in welcoming (1.1, 1.3) and wellbeing (2.4, 2.6, 2.9) themes already, and current business as usual initiatives • No further action – already covered in work-integrated-learning actions 3.3, 3.4 and 3.6 • Action taken – The City's Health and Building Unit has two roles that focus on unauthorised accommodation (one building surveyor and one investigator) who work together on responding to reports of illegal use and unauthorised works to facilitate illegal use. Running parallel with case management of reports and enforcement work, a cross-unit collaboration takes place in the City and with external partners in a strategic approach to fixing the problem of substandard

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	• Already a crisis in accommodation, so shutting illegal accommodation without building or assisting to build alternatives will actually increase demand for current housing stock. • Action 3.5 is stated as 'later' but internships and International Student Leadership and Ambassador (ISLA) programs are current. • More detail needed on initiative with community and employers to see how they will really make an impact. • Educating employers in Australia about the Post Study Work Visa. Still large number of employers that don't provide graduate trainee positions to students without permanent residency due to visa status uncertainties.	unauthorised accommodation. • No further action - already covered in work-integrated-learning actions 3.2,3.7
Organisation – Navitas Education Provider	• Commends the City on the plan • Fully endorse collaborative partnership approach outlined in the plan that incorporates students, government, providers and business • Support the key actions, particularly the three key pillars of welcoming, well-being and work-integrated learning • As a major international education provider in Sydney, Navitas would like to discuss the potential to work with the City as a strategic partner to support the realisation of this plan.	• Support for the plan noted • Further action taken will be to meet to discuss collaboration opportunities

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Organisation - Public Health, UTS and Institute for Public Policy and Governance, UTS	• Commendable that the draft plan recognises the impact of migration stress and adjustment, mental health and the availability of safe and affordable housing as key wellbeing issues.
	
	• Draft plan needs strategies beyond the static provision of resources (such as website information) and an annual forum for stakeholders in the sector. Need strategies that proactively consult with and invite participation from international students themselves, e.g. peer education strategies and establishment of international student advisory groups to guide health education/promotion campaigns.
	
	• Recommend identification of 'health navigators' within universities or health services and professional development for health professionals who see international students.
	
	• Sexual and reproductive health need to be named as priority health issues, strategies that incorporate education and access to appropriate services.
	
	• Acknowledge that health includes sexual and reproductive health as well as mental health and physical health. We are particularly concerned about:
	  • vulnerability of young female international students to gender based harassment and assault, and their access to information and affordable sexual and reproductive health care
	
	  • high number of abortions and unplanned pregnancies amongst international students in Australia
		• Support for the plan noted
		
		• Action taken – wellbeing action 2.4 amended to include reference to need for culturally sensitive and multi-lingual resources; working in partnership to explore options for an arts-approach to prevention as part of existing item 206
		
		• Action taken – reference added to wellbeing item 2.4. City staff part of advisory group on this matter and actively working to produce inter-agency resources; City had addressed issue at previous provider forum;
		
		• Participating on inter-agency working group to raise awareness of international student rights in relation to sexual health, assault and harassment which came about following the 2017 Education Provider Forum to produce resources tailored to international student needs on sexual assault and harassment;
		
		• Contributing International Student Health Promotion Project to raise awareness of health promotion initiatives for international students including reproductive and maternity services

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	• young men who have sex with men (MSM) and recently arrived in Australia are not benefitting from current education and prevention efforts (HIV notification rates have not declined in contrast to other groups of MSM) • Chlamydia infection among young people in general and the possible lack of awareness about this infection and testing and treatment among international students • Investment in research on associations between health and wellbeing and housing and access to health services. • Excessive proportion of income on accommodation to live in crowded, poorly-situated, tenuous and inadequate dwellings. • Concerns of possible instances of landlords demanding sex in exchange for cheaper rent or access to accommodation. The over-crowding could create situations for sexual assault. Also, late night travelling long distances exposes students to risks. • Providing information about existence of health services at orientation is insufficient. More proactive and sustained strategies are needed to impact on knowledge, health literacy and access to health care for a range of sexual, reproductive and mental health issues.	

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Organisation – Cocoon Accommodation Provider	• Supportive of the plan • Great proportion of international students find 'premium' student accommodation options are out of reach. • Rising tuition fees and cost of living, more students and stress of private rental market when first arriving intensifying issues.	• Support for the plan noted • Action taken –The City's Health and Building Unit has two roles that focus on unauthorised accommodation (one building surveyor and one investigator) who work together on responding to reports of illegal use and unauthorised works to facilitate illegal use. Running parallel with case management of reports and enforcement work, a cross-unit collaboration takes place in the City and with external partners in a strategic approach to fixing the problem of substandard unauthorised accommodation.
Organisation – NSW Fire and Rescue	• Supportive of the plan • Translated information is available for the students and FRNSW conduct information sessions with bilingual workers upon request. • FRNSW conducted research (Mosaic profiling tool) in NSW. Findings show International Students are in our top ten "most at risk" groups not knowing: o Our role and service delivery as an Emergency service o How to call us in an Emergency, Triple Zero (000) o Unsafe cooking practices within their households o Covering installed Fire Safety equipment with plastic bags whilst cooking with portable LPG woks inside their premises o Misconception of FRNSW being associated with the military	• Support for the plan noted • No further action – Fire and Rescue already a strategic partner who the City works with to address these issues and through participating in the Lord Mayor's Welcome event.

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	o They are not aware that they will not be charged if they have had a small incident in their premises.	
Organisation – University of New South Wales	• Congratulates the City of Sydney for having foresight to develop an International Education Action Plan. • It will assist to direct future conversations about International Education and International Students	• Support for the plan noted
Organisation – University of Sydney	• Commends the City on the plan • Suggests updating figures with those newly released • Looks forward to working with the City in the future on identifying innovative activities to support Sydney as a uniquely attractive education destination	• Support for the plan noted • Action taken - figures updated
Organisation – International Students Association Network Australia (ISANA)	• Suggests pre-departure information: students have access to info about Australia at airport in home country. EG could they pick up a (translated) student guide (something like insider guides) before they get on the plane. • The city could nurture the relationship not just with the international student but their family/friends that will visit at some point. • Connections between Indigenous Australians and international students.	• Noted • No further action – item covered in wellbeing 2.9 and welcoming 1.1

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Organisation – Council of International Students of Australia	• Supports the plan • Executive summary is quite long. Reduce it with more specific and summarised information/content along with the more relevant pictures. • Should include a paragraph highlighting the long-lasting relationships under the wellbeing or as a separate section relating to all the areas of action. • A few International Students profiles/stories can be added to the work integrated learning (WIL) to showcase their achievements. • Introduce some degree related WIL programs to contribute towards the skill development and provide the relevant work experience for future employability. • Various exploitation issues are required to be pursued (accommodation, workplace exploitation etc.). Provide an insight on some critical issues and how they shall be tackled over the next few years. • Transport concession should be addressed, a major factor in choosing a study destination. NSW is the only state without transport incentives. • Connections with the regional universities should be made stronger to help arrange programs & activities.	• Support for the plan noted • No further action – already covered in work-integrated-learning actions 3.3;3.4;3.6 • Action taken – The City's Health and Building Unit has two roles that focus on unauthorised accommodation (one building surveyor and one investigator) who work together on responding to reports of illegal use and unauthorised works to facilitate illegal use. Running parallel with case management of reports and enforcement work, a cross-unit collaboration takes place in the City and with external partners in a strategic approach to fixing the problem of substandard unauthorised accommodation. • No further action – already covered in work-integrated-learning actions 3.2 Transport concessions are controlled by the NSW State Government and the City advocates where appropriate

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	• No graphical representation of any facts and figures. Include trend plots/graphs to support the changes, impacts, improvements and future targets in terms of well-being, safety, and employability.	
Community Group – ISLA ambassador	• About Section: From view point of an International student instead of emphasising economic contribution at beginning strongly recommend rearranging and bring it down after cultural, diversity contribution by students. • Contemporary Challenges section: too general when mentioning available services. E.g. specifically mention Fair Work Ombudsman, Univative Sydney, and Redfern Legal Centre. • Should engage other institutions beyond UTS to provide a variety of case studies. • About half or more of the UOW international students are living in Sydney and commute most days to attend classes in UOW. • Have inaugurated programs and networking initiatives for students from both Sydney and Wollongong. • Need to advocate for public transport concession fares for international students.	• Noted • No further action - Wollongong students have the same access to the initiatives that all international students have living, studying or working in our local area • No further action – already covered in work-integrated-learning actions 3.2 Transport concessions are controlled by the NSW State Government and the City advocates where appropriate
Community Group – English language teachers	• Congratulates the City on taking the lead with the plan	• Support for the plan noted

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	• Language and communication barriers affect educational performance, unable to connect with local communities, feel isolated, lonely, depressed and have difficulty accessing services (such as police). • Local libraries could be a gateway for more local community interaction. • Discrimination needs to be addressed (e.g. some landlords not leasing to Chinese students or homestays rejecting applications from Chinese students; some employers not hiring Chinese or Indians). • More multilingual on arrival information needed including welfare and learning support of how to adjust to the Australian education system, written from student perspectives. • More subsidised accommodation for international students. • Cost of transport should be the same as local students. • Encourage employers to offer part-time employment (as well as well organised volunteering and internship opportunities) to international students without exploitation. • Current and planned activities do not address the most significant issues faced by international students.	• Action taken – wellbeing action 2.4 amended to include reference to need for culturally sensitive and multi-lingual resources; • No further action – already covered under wellbeing action 2.8 • No further action – addressed through wellbeing action 2.7 • No further action – already covered in work-integrated-learning actions 3.2 Transport concessions are controlled by the NSW State Government and the City advocates where appropriate • No further action – already covered in work-integrated-learning actions 3.3;3.4 • Action taken – The City's Health and Building Unit has two roles that focus on unauthorised accommodation (one building surveyor and one investigator) who work together on responding to reports of illegal use and unauthorised works to facilitate illegal use. Running parallel with case management of reports and enforcement work, a cross-unit collaboration takes place in the City and with external partners in a strategic approach to fixing the problem of substandard

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	• Doesn't include measures (generic or tailored), reporting on impact or using data analytics to inform future strategies and activities. How many international students have benefited, who and where are they? • Shutting down illegal housing creates more problems than solutions. Include how the City's activities support and are supported by other initiatives at all levels of government, industry and the community. • States in the past it has been challenging to work on initiatives involving multiple partners (p.15) so how will this be addressed? Who can and should assume leadership and ensure collaboration, implementation and impact measurement? • There are gaps. E.g. activities to address discrimination in the community, particularly towards non-European students. • Better targeting needed, almost all initiatives are general and implemented in a scattered approach. • Education providers should be responsible under legislation for ensuring every international student is aware of the student welcome, their rights and has access to basic information on all essential services; this could be embedded in language and educational programs. • City's internship program only for 16 students per year – little impact, instead use resources to encourage and educate all City workplaces to offer internships and maintain a database for reporting, monitoring and analytics;	unauthorised accommodation. • No further action – already covered in work-integrated-learning actions 3.3;3.4;3.6 • No further action – item covered in wellbeing 2.9 and welcoming 1.1

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	ISLA – what is the reach? How are the leaders selected? Why are resources allocated to building leadership using a narrow paradigm? • Address all key dimensions of safety: water, health, accommodation, employment, social, crime related, legal, educational, emergencies, transport, driving and road rules. • Need to address: o social and community connections o barriers in accessing services o cost of living and other challenges already identified in earlier City of Sydney report o a stronger focus on building international student awareness of Aboriginal people, cultures and histories • International student guide not written from a student's perspective and not well distributed	
Individual	• Suggestion to promote collaborative learning culture of our aboriginal people, have them more engaged with music/song/dance and learning inside and outside the classroom.	• Support for the plan noted • No further action – item covered in wellbeing 2.9 and welcoming 1.1
Individual	• Likes the way the plan is arranged • Promotion: how can you make it attractive for alumni who have gone back home to promote the City?	• Support for the plan noted

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	• Wellbeing sector: Is the most outstanding aim and program safe housing and tenancy rights? Mention more specific programs or campaigns that enhance international students' understanding of health related issues such as mental health and home sickness, only mention at the beginning. • Action: Need examples with every action in 'how we will do it', only some provide examples.	
Individual	• Issue concession for international students on transport.	• No further action – already covered in work-integrated-learning actions 3.2 Transport concessions are controlled by the NSW State Government and the City advocates where appropriate
	• Involve international students from Wollongong. • Accommodation in Sydney and study in Wollongong therefore face difficulties in interacting with communities.	• Noted - Wollongong students have the same access to the initiatives that all international students have living, studying or working in our local area • No further action – already covered under wellbeing action 2.8 Action taken – The City's Health and Building Unit has two roles that focus on unauthorised accommodation (one building surveyor and one investigator) who work together on responding to reports of illegal use and unauthorised works to facilitate illegal use. Running parallel with case management of reports and

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		enforcement work, a cross-unit collaboration takes place in the City and with external partners in a strategic approach to fixing the problem of substandard unauthorised accommodation.